

# Health Safety & Security (HSS) Review Preparation Tips

Source: Kem Robinson

# HSS Reviewer's Interview Approach



- **Not confrontational**
  - Goal of reviewer is to get information & documentation
  - Confrontation only communicates attitude not documentation
- **First seeks to establish rapport**
  - Gets people comfortable
  - Transition from rapport "chit-chat"
- **What do you do here?**
- **Observes work/lab area and asks about something**
- **If reviewer senses agitation often assigns a task in order to reduce agitation**
- **Goal is to extract maximum documentation/evidence**
  - Will start to "pull the string"
  - Reviewer knows where he/she is going
- **Wants to know what the person knows and how well he/she knows it**
- **Will ask ever more probing questions**
- **Generally won't point out deficiencies at the beginning**

# Reviewer Handling - Interview



- **Answer the question**
  - Answer only the question
  - Be concise – don't volunteer more than asked
    - Speak in sentences not paragraphs
- **Ask for clarification – know what is being asked**
- **If you don't know, don't guess**
  - “I'm not sure, let me:
    - Check with my supervisor/PI.”
    - Check my JHA.”
    - Find out.”
- **Don't**
  - Argue
  - Challenge
  - Attempt to mislead
- **Do**
  - Remain calm
  - Ask clarifying questions
  - State what you've been trained / know
    - If statement doesn't agree with what you've been told, refer to *higher authority* → PI/Supervisor, Division, EH&S Subject Matter Expert
- **Call in reinforcements as needed**
  - PI/Supervisor
  - Subject matter experts

# Reviewer Handling – Item Correction



- Thank the reviewer for pointing a problem out
- If it can be fixed immediately - **FIX IT!**
- If it can't be fixed immediately
  - Stop affected activity
  - Take anything out of service
  - Let reviewer know it will be fixed
  - Get the information back to the reviewer that it has been fixed
  - Inform the reviewer that it has been entered into CATs
- Don't let anything fixed revert back to the initial condition
  - HSS will follow up to verify

# Reviewer Handling – Tips from Other Labs



*These comments are from staff at Brookhaven, Argonne & SLAC who have been through multiple HSS reviews*

- Do
  - Recognize the HSS team is genuinely committed to protecting people, not to playing “gotcha”
  - Approach the review as an opportunity to improve safety
  - Set an achievable goal: can’t eliminate all accidents, but can work to eliminate injuries
  - Be prepared to answer “How do you know...?”
  - Understand the reviewers’ approach: trust but verify
- Don’t
  - Defend the indefensible (e.g., fire door that is propped open)
  - Follow the Navy approach to problems: stow it or paint it – don’t cover up a problem – identify it and address it
  - Say “Never” or “Always”